

EDITED KSA LISTING

CLASS: Staff Services Manager II

#	Knowledge, Skill, Ability
	Knowledge of:
K1	General knowledge of the principles, practices and trends of public and business administration, including management of supportive staff services such as budgets, personnel, contracts, planning, program evaluation or related areas in order to obtain and effectively manage resources.
K2	General knowledge of the principles and practices of employee supervision, development and training in order to effectively direct and manage a workforce.
K3	General knowledge of program management to be able to establish program goals/objectives, identify/resolve program issues, etc.
K4	General knowledge of the formal and informal aspects of the legislative process in order to analyze proposed legislation impacting the Department.
K5	General knowledge of the department's mission, goals and policies to ensure that the progress and completion of work assignments/tasks conform to the overall objectives of the unit/division.
K6	Comprehensive knowledge of governmental functions and organization at the State and local level to maintain and foster a good working relationship.
K7	Basic knowledge of the supervisor's role in the Equal Employment Opportunity (EEO) & Americans with Disabilities Act (ADA) programs and the processes available to meet the Department's EEO/ADA objectives as it relates to the supervision and management of Departmental personnel.

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#	Knowledge, Skill, Ability
	Skill to:
S1	Skill to develop and evaluate alternatives to solve complex problems/issues/concerns.
S2	Skill to thoroughly analyze data and situations accurately in order to determine and implement effective and appropriate courses of action.
S3	Skill to consult and advise administrators or other interested parties to provide information and/or recommendations on issues impacting the department.
S4	Skill to establish and maintain confident and cooperative relationships with departmental employees, the public, and other entities to meet the department's goals and objectives.
S5	Skill to review, edit, and evaluate written documents to ensure quality products/services are provided.
S6	Skill to effectively utilize interdisciplinary teams to accomplish the Department's mission and goals.
S7	Skill to manage the work activities of a complex program to meet operational goals of the unit/division.
S8	Skill to establish and maintain project priorities in order to complete projects and assignments on time and within budget.
S9	Skill to effectively implement the Department's Equal Employment Opportunity objectives in order to create and maintain a fair and equitable work environment.
S10	Skill to communicate effectively in order to exchange information and/or provide direction to staff, the public, and other entities.

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#	Knowledge, Skill, Ability
Ability to:	
A1	Ability to reason logically and creatively and utilize a variety of analytical, supervisory, and managerial techniques to resolve complex problems.
A2	Ability to demonstrate sound judgment, appropriate office behavior and good work ethics in order to create a positive work environment.
A3	Ability to be flexible in order to accept changes in the department's mission, work assignments, and/or environment.
A4	Ability to motivate staff in order to perform to their maximum capacity.